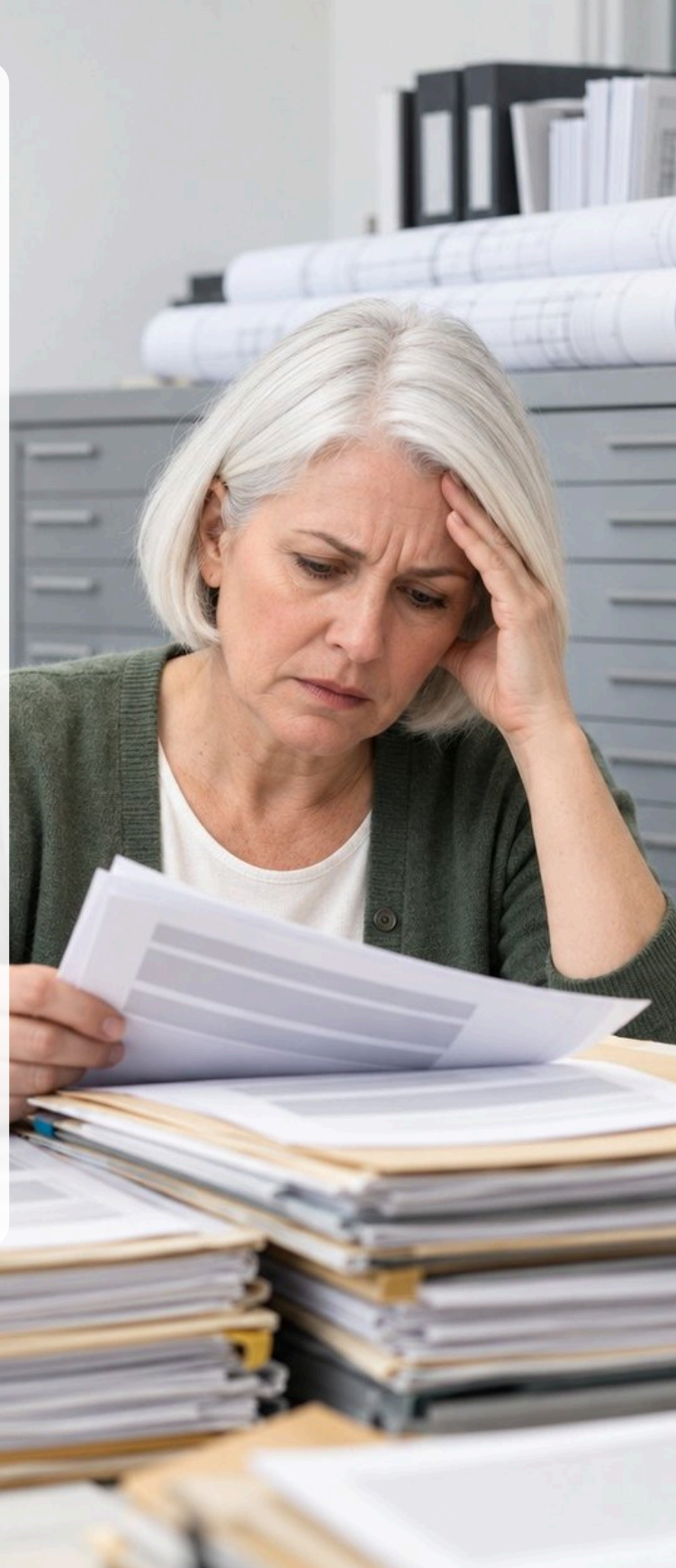


Applications, evidence, objections: all one stack?

Now every application reaches your desk already read.

Building permit applications, powers of attorney, evidence and objections arrive through the mailroom, a shared mailbox and the counter, often as one scan. Using a building control office as the example, this guide shows how PaperOffice splits the daily mail, reads application data and sends missing required details to review.



TRY IT YOURSELF IN 45 MINUTES

The daily mail of a building control office in three files: a combined scan with eight pages, an email from the shared mailbox and an application with gaps. Includes a test package for you to try yourself.

WHY THIS GUIDE

Time is not lost in deciding. It is lost in sorting.

Citizens and architects submit documents whenever it suits them: on paper, by email, at the counter. Before anyone can decide on an application, someone has to sort it.



In many public offices, the day starts in the mailroom. Letters are opened, scanned, pulled apart page by page and passed on to the right department. Whoever decides often sees the complete application days later.

Using a building control office as the example, this guide shows how PaperOffice takes over this part: one Workspace per department, a Split Agent for the daily mail, an IDP Agent for the application data and a review task whenever a required detail is missing. With our test package, you can try every step yourself in 45 minutes.

Daniel Schönland

Founder and CEO, PaperOffice

WHO THIS IS FOR

Departments

You process building permits, housing benefit or licenses and need complete applications that have already been read.

Mailroom and citizen services

You receive the mail, scan it and pass it on to the responsible department.

IT and data protection

You set up intake channels and rights and decide what an office releases.

WHAT YOU CAN DO AFTERWARD

Create one Workspace per department, connect the scanner, the shared mailbox and the counter, split the daily mail, read application data with its source, have missing required details reviewed, link items by file number and redact copies for file inspection.

OVERVIEW

Contents

01	Monday in the mailroom	04
02	What holds up the application intake	05
03	The process at a glance	06
04	One Workspace per department	07
05	All intake channels in one place	08
06	Splitting the daily mail	09
07	Recognizing what comes in	10
08	Reading application data	11
09	Reviewing missing required details	12
10	Linking by file number	13
11	Redacting for file inspection and disclosure	14
12	Handover to the case management system	15
13	What public offices ask when they start	16
14	Try it yourself in 45 minutes	17
15	Read more: datasheets and short guide	18
16	Your first department in five days	19
17	Checklist and start	20

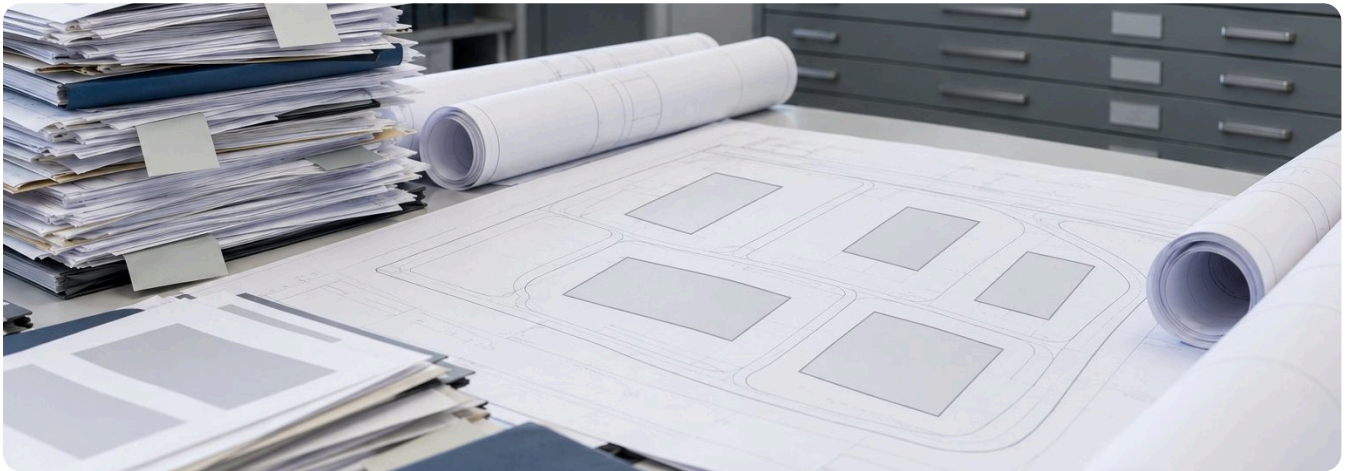
AT A GLANCE

- Every department gets its own Workspace with rights per group and access protection.
- Mail arrives by scanner, shared mailbox, Mobile App or upload. The Split Agent splits combined scans into individual documents.
- AI-DMS recognizes the document type, and an IDP Agent based on the "Government Forms" template reads the application data, each value with its source.
- If a required detail is missing, a review task is created. File numbers spelled the same way link application and evidence.
- For file inspection, you redact a copy in the preview. Decisions continue to be made in your case management system.

01 · MONDAY IN THE MAILROOM

One scan, eight pages. Four letters inside.

Monday, 7:40 a.m. In the mailroom of the Musterfeld district administration, Timo Brandes runs the building control mail through the scanner in a single pass.



The stack holds a handwritten building permit application for a single-family home with the site plan as enclosure 1, a power of attorney from the owners for their architects and the proof of structural stability that building control requested. A blank separator sheet sits in between, and at the bottom there is an objection from another case.

The building description from the architects is waiting in the shared mailbox. And on the desk of Renate Hollmann, building control officer, lies a second application with no file number and no date.

THE REAL HURDLE

The department can only decide once every letter is on its own, has been read and sits next to the right application. Most of the time is lost before that point.

02 · WHAT HOLDS UP THE APPLICATION INTAKE

Four time sinks. Each one small on its own.

Hardly any application is difficult. The time goes into application, enclosures and evidence arriving by different routes and at different times.

One scan, many letters

The mailroom scans the daily mail in one pass. Where one application ends and the next piece of evidence begins only becomes clear to whoever goes through the PDF page by page.

Forms filled in by hand

Owners fill in forms with a ballpoint pen and tick boxes. Name, site and file number get retyped, and a transposed digit shows up late.

Evidence arrives later

Structural stability, power of attorney or building description arrive weeks after the application. They belong to the same case and still end up in a different stack.

Gaps show up late

Whether file number, date or applicant are missing only shows when someone pages through every sheet.

TIME SINK	HOW PAPEROFFICE HELPS	IN THE TEST PACKAGE
One scan, many letters	The Split Agent splits the stack, removes blank pages and keeps enclosures with the application	Daily mail with 8 pages
Forms filled in by hand	IDP Agent from the "Government Forms" template, handwriting with AI-DMS Ultra	two handwritten applications
Evidence arrives later	File numbers spelled the same way link the letters in the "Transactions" view	power of attorney, evidence and email for the same application
Gaps show up late	Required fields with a review task, "IDP Review" view	application with no file number and no date

The test package on page 17 contains all four cases. All authorities, companies, names and file numbers in it are fictional.

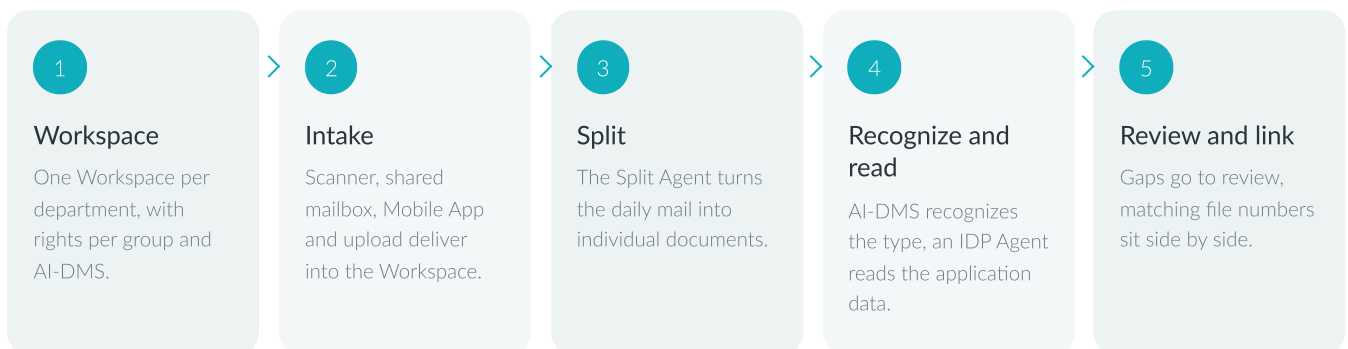
WHAT REMAINS IN YOUR HANDS

The decision on every application, the formal decision letter and the work in your case management system. PaperOffice prepares the intake and shows which required details are missing.

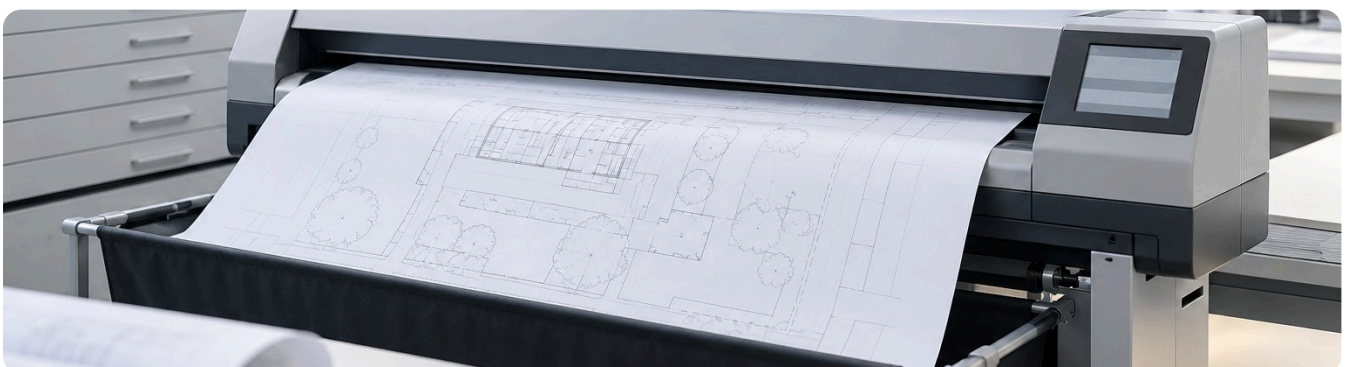
03 · THE PROCESS AT A GLANCE

Five stations. From the mailroom to review.

Every letter follows the same path, whether it is scanned, emailed or photographed at the counter. Redaction and handover follow afterward.



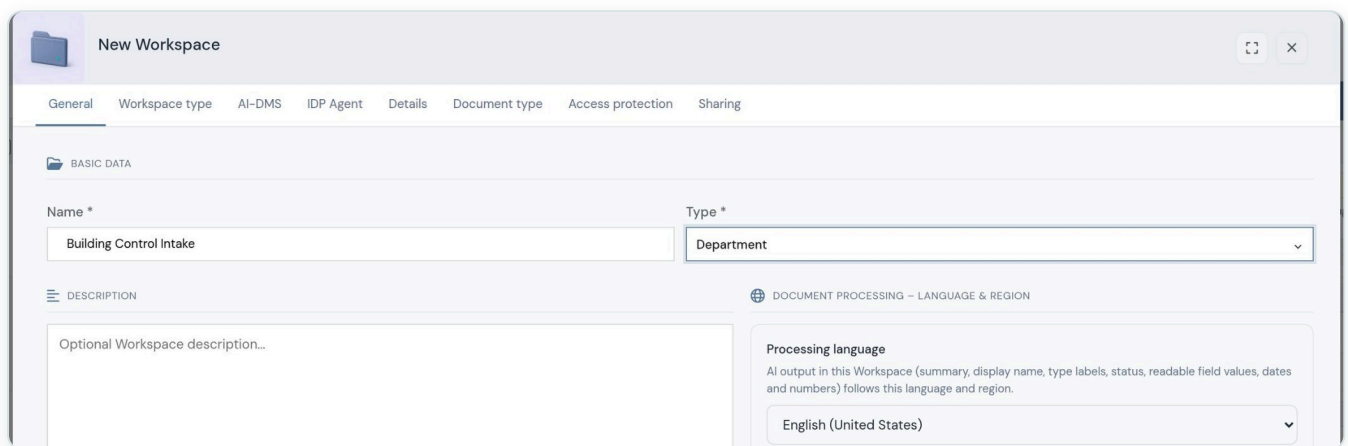
STATION	THIS IS WHAT PAPEROFFICE DOES	YOUR OFFICE DECIDES
Workspace	separates departments, checks rights on every call	how Workspaces, groups and protection are set up
Intake	accepts scans, emails, photos and files	which devices and mailboxes belong to it
Split	detects where a letter ends, removes blank pages	split rule and target Workspace
Recognize and read	type, name, summary, application fields with their source	your own types and which fields are required
Review and link	review task for gaps, link by file number	who reviews and how the file number is written



04 · ONE WORKSPACE PER DEPARTMENT

One department, one Workspace. With rights of its own.

Building control gets its own Workspace for the application intake. Under **Document AI** > **Workspaces**, click “Create New Workspace”.



- Create.** On the “General” tab, enter the name “Building Control Intake” and choose the type “Department”. For a large single case, the type “Proceeding” also fits. The processing language determines the language of type, summary and field values.

TAB	SETTING FOR BUILDING CONTROL
Workspace type	Business: access protection, trash and external sharing. Compliance: access protection and trash, plus a watermark on previews and PDF downloads.
AI-DMS	Premium for type, sender and number fields. Ultra when many forms are filled in by hand.
IDP Agent	IDP Agents that run automatically after AI-DMS processing, in your order.
Access protection	Workspace password or SMS code each time it is opened, in addition to the sign-in.

Rights per group

Under “User Groups”, on the “Workspaces” tab, choose “Whitelist” and select the group’s Workspaces. Then set the right: “View + Download”, “View + Download + Upload” or “Full access”.

Applies everywhere

The server checks rights and access protection on every call, from the app, via REST API and over MCP. The mailroom uploads, building control has full access.

05 · ALL INTAKE CHANNELS IN ONE PLACE

Mailroom, mailbox, counter. Everything into one Workspace.

In the Workspace, click **Add document** : next to “File” you will find the “Mobile devices” and “Scanner” tabs. You connect the shared mailbox once via a connector.

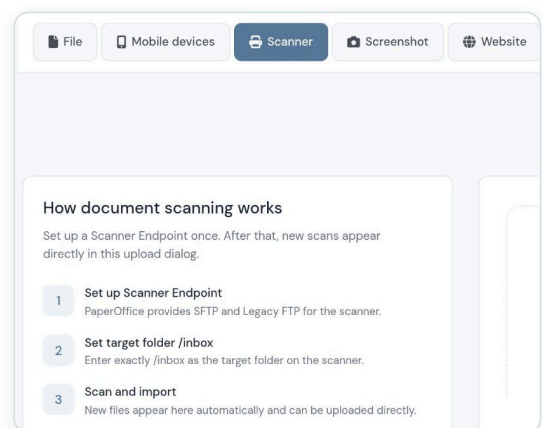
CHANNEL	HOW IT IS CONNECTED	GOOD TO KNOW
Mailroom scanner	Document AI › Storage Mounts , “Use as import source”, “Provide as Scanner Endpoint”. On the device, SFTP to sftp.paperoffice.ai, port 2022, target folder /inbox	New scans appear on the “Scanner” tab, and a connector can import them automatically, every 30 minutes by default
Shared mailbox	Storage Mount “Email (IMAP)”, plus a connector under Document AI › Connectors with the target Workspace	Polls for unread messages at an interval of 5 minutes or longer, 15 by default; attachments become documents of their own
Counter	Mobile App, paired in the “Security Center” via “Add mobile device”	Capture multi-page forms page by page in “Batch” mode
Upload	“File” tab, by drag and drop, including saved emails (.eml)	The attachments of an .eml become documents of their own

Credentials from the system

PaperOffice creates the user and password of the scanner endpoint. As the account owner, you can view them again in the app at any time, for example for a second device.

Half-transferred files stay out

A scan is offered once it has been fully transferred. Each endpoint has its own folder, and /inbox is the writable one.



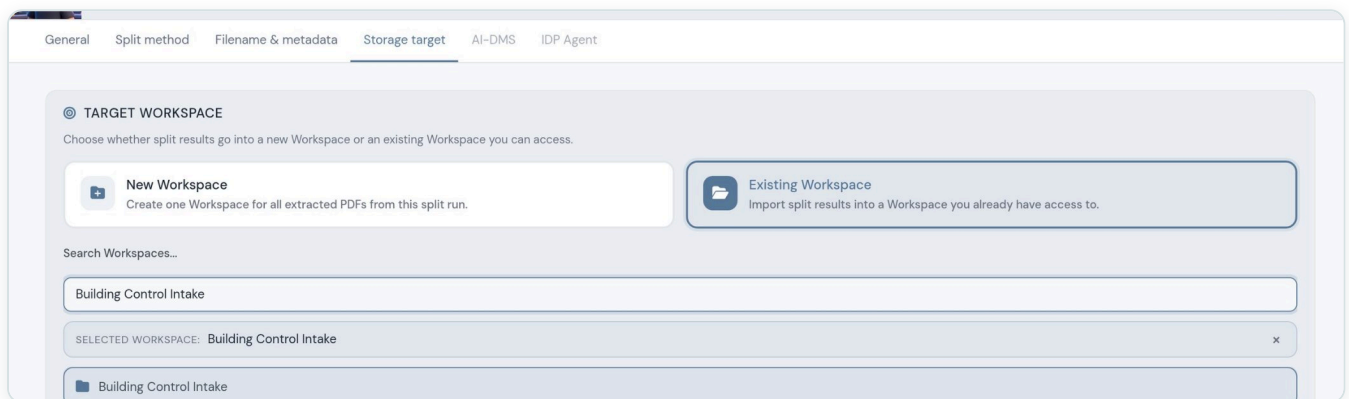
1 “Scanner” tab. Without an endpoint, it shows the setup steps, then your new scans.



06 · SPLITTING THE DAILY MAIL

One stack in. Individual letters out.

Create it once under [Document AI](#) > [Split Agent](#) > [Create Split Agent](#) , then split every day's mail with it.

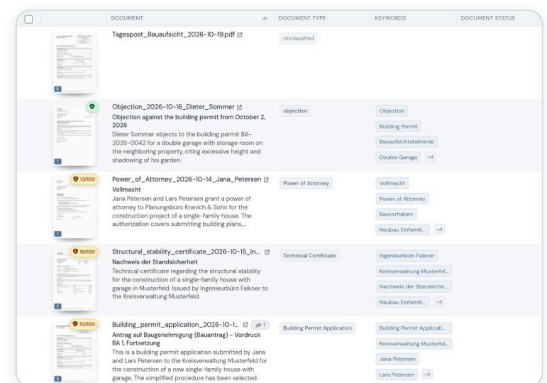


1 **Split Agent "Building Control Daily Mail"**. Language for AI output English, "Split Agent Intelligence Tier" Premium. "Split method" tab: "Automatic detection", or "Separator code" if you work with separator sheets or barcodes. "Storage target" tab: "Existing Workspace", here "Building Control Intake".

1 **Naming:** under "Filename & metadata", the pattern `DocumentType_Date_Sender`.

2 **Uncertain boundaries:** under "Review uncertain boundaries", choose a review queue. Such parts are filed there with the status "to review".

3 **Start:** select the scan, [Actions](#) > [Agents & workflows](#) > [Split](#) , "Run via Split Agent".



✓ **Result.** The original stack and the four split documents, named `DocumentType_Date_Sender`.

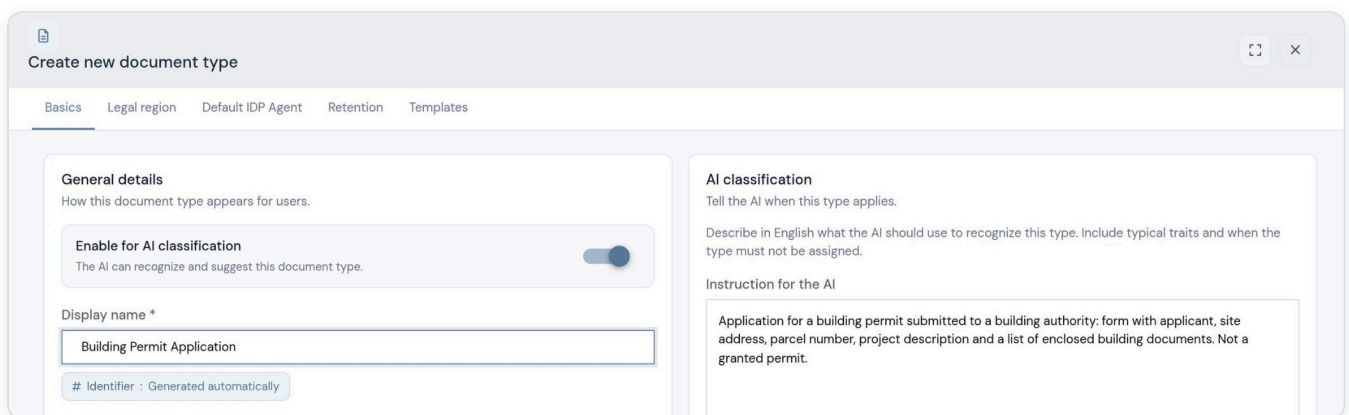
GOOD TO KNOW

Blank pages are removed, pages with a stamp or a note stay. An announced enclosure such as "Enclosure 1 to the application" stays with the application. The original stack remains in the Workspace. Review tasks are included in the Professional plan.

07 · RECOGNIZING WHAT COMES IN

Every letter gets a type. Your own types included.

AI-DMS gives every document a type, a descriptive name and a summary. For public offices, the catalog includes types such as Government Form, Building Permit, Permit, Power of Attorney, Land Register Extract, Registration, Payslip and Official Notice.



- 1 Your own type "Building Permit Application". Under **Document AI** > **Document Types**, click "New document type", then enter the display name and the "Instruction for the AI" in English on the "Basics" tab. On the "Default IDP Agent" tab, choose the agent from chapter 08: it then runs for every application recognized.

YOUR OWN TYPE	INSTRUCTION FOR THE AI (ENGLISH), SUGGESTION
Building Permit Application	Application for a building permit submitted to a building authority: form with applicant, site address, parcel number, project description and a list of enclosed building documents. Not a granted permit.
Technical Certificate	Technical certificate for a building project, such as proof of structural stability, issued by an engineer and quoting the case number of the building authority.
Objection	Formal objection by a citizen or company against a decision of a public authority, naming the decision, its date or case number, and asking for a review.

Correcting a type

If a type is wrong, change it on the document in the "Properties" tab.

Open rather than wrong

If no type fits with enough certainty, the document is filed under "Other / Uncategorized".

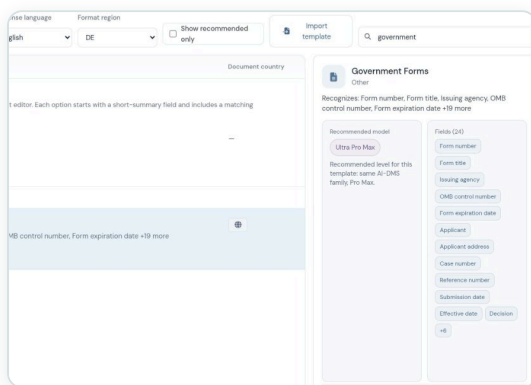
Appearance counts too

From AI-DMS Premium, classification also evaluates visual traits such as color or subject.

08 · READING APPLICATION DATA

Every field with its source. Verify instead of retyping.

Select an application, then **Actions** > **Agents & workflows** > **IDP**, “Create new agent” and “Start with template”.



- 1 **Adjust the fields:** the template comes with 24 fields, such as Applicant, Case number, Submission date, Checkbox selections and Supporting documents. Fields your office does not need, such as “OMB control number”, you take out with “Remove field”. Fields that are not required you set to “Ignore in KPI” (chapter 09); the table fields Checkbox selections and Supporting documents stay required.
- 2 **Your own fields:** add them in your own words, such as building site, parcel number and project.
- 3 **Test and save:** “Start full test run”, then “Save and close”.

- 1 **Template.** Search for “government”, choose “Government Forms”, then “Create agent”.

- ✓ **The application from the daily mail.** The “Data Fields” tab shows the applicants Jana and Lars Petersen, their address, the building site Am Lindenhag 7 and case number BA-2026-0119. Next to each value is the snippet of the form it was read from.

Handwriting

With AI-DMS Ultra, AI-OCR also recognizes handwriting. The template recommends a model of the Ultra level.

List of enclosures

“Supporting documents” reads what the form lists. Your team checks it against what has arrived.

Applying it

On the “Data Fields” tab with “Apply Agent”, for many applications via “Apply existing agent”.

09 · REVIEWING MISSING REQUIRED DETAILS

If something is missing, a person looks. Before anyone takes the value over.

For each field, you set what happens when a value is missing. Every field starts as “Required — HITL review”. Keep that for applicant, case number and submission date, and set all other fields to “Ignore in KPI”. Table fields such as “Checkbox selections” do not have this rule.

- 1 **Create a review queue:** under **Workflow AI** > **HITL Agents**, “New HITL Agent”, name “Building Control Completeness”, fill in “Instructions for reviewers” and choose the building control group on the “Assignment” tab.
- 2 **Set required fields:** in the IDP Agent, choose the rule for each field under “Behavior when value is missing”, and in the “Output and review” window, under “Review queue when required fields are missing”, the HITL Agent.
- 3 **Work through tasks:** under **Workflow AI** > **Human In The Loop Tasks**, approve, reject, escalate or postpone.

- 1 **Required field “Case number”** with the rule “Required — HITL review”.

- 2 **“IDP Review” view.** Under **Options** > **Configure view**, it shows documents with missing or incomplete IDP fields, filtered by “Manual review required”, “Value could not be recognized” and “Optional field not filled”. Here, the Am Feldrain 3 application with no case number and no date.

Sending to review by hand

You place individual letters, such as an objection, in the queue via **Actions** > **Agents & workflows** > “Send to HITL review”.

Plan

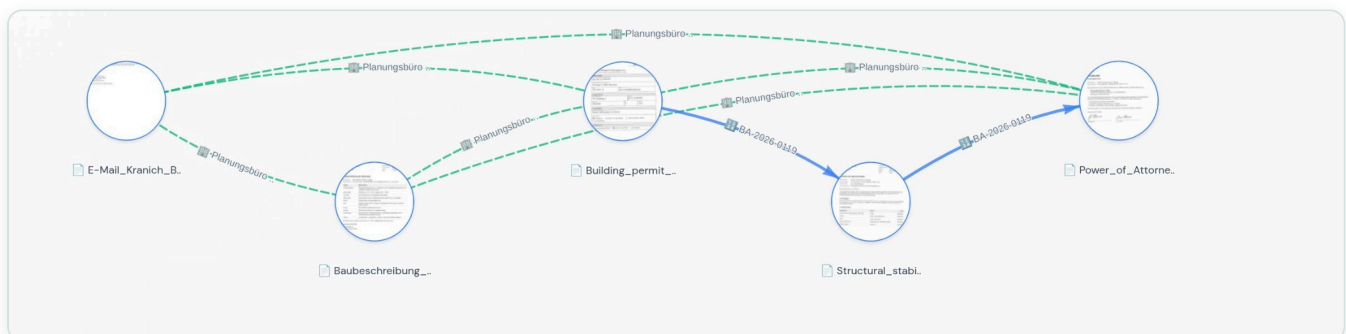
Review tasks are included in the Professional plan. The “IDP Review” view shows applications with gaps even without a queue.

10 · LINKING BY FILE NUMBER

Spelled the same, linked the same.

From AI-DMS Premium, PaperOffice reads three number fields: Document Number, Reference Number and Transaction Number. These fields create the link.

FOR TWO LETTERS TO BE LINKED	IN THE EXAMPLE
Both are in the same Workspace	Application, power of attorney and evidence are in "Building Control Intake"
AI-DMS reads the file number into a number field	BA-2026-0119 from the application and from "Ihr Zeichen" (your reference); the IDP field "Case number" serves export and review
The value is spelled the same way	Upper and lower case do not matter, "BA 2026/0119" is a different number for the graph



✓ **"Transactions" view** under **Options** > **Configure view**. With "Partner/Reference", application, power of attorney and evidence hang together via BA-2026-0119. A click shows type, partner, amount and date.

Linking by hand

In the list, drag the building description onto the application, relation type "Same process", "Link only".

Folder as a filing aid

"Create document folder" shows letters as a visible folder in the overview.

Searching for the number

Search finds a file number in the full text and in the text of scans.

TIP FROM PRACTICE

State the file number in a fixed spelling in every acknowledgment of receipt and every request for documents, and ask applicants to quote it unchanged. Then a piece of evidence is linked to the application right after processing.

11 · REDACTING FOR FILE INSPECTION AND DISCLOSURE

Release what may go out. The original stays.

Select the application, then **Actions** > **Agents & workflows** > **Redact**, “Edit with preview”. The scenario sets what gets marked.

OCCASION	SCENARIO	WHAT IT SETS
Disclosure to the person concerned	GDPR Request (Art. 15)	Third-party data redacted, requestor data remains visible
Release to third parties	External Sharing	Personal data redacted, business data visible
Publication	Public Publication	All personal data fully redacted

The screenshot shows a PDF form titled "Antrag auf Baugenehmigung (Bauantrag)". Below the title is a subtitle: "Vordruck BA 1 - Bitte in Druckschrift ausfüllen und Zutreffendes ankreuzen". The form has several fields: "1 Bauherrschaft", "Name(n) der Bauherrschaft (Vorname Name)", "Anschrift (Straße, Hausnummer, PLZ, Ort)", "Telefon", and "E-Mail". Redaction boxes are drawn over the following text: "Jana und Lars Petersen", "Birkenweg 12, 2345 Musterfeld", "030 23125 114", and "jana.petersen@example.com". At the bottom left, there is a small icon of a document with a red '3' and a text box that says: "AI detected sensitive data. Click on areas to redact/release them. Drag a rectangle across an area to black it out. The cross removes the area." At the bottom right, there are two buttons: "Cancel" and "Apply redaction".

- 1 Review step.** With the scenario “External Sharing”, the AI marks names, town and email address of the owners; we added the phone number with a click. “Kreisverwaltung Musterfeld” is on the whitelist and stays readable.
- 1 Set up:** choose the scenario on the “Scenario” tab; on the “Fine-tuning” tab, enter your authority under “Do NOT redact (Whitelist)” and your own terms under “ADDITIONALLY redact (Blacklist)”.
- 2 Review:** click areas to redact or release them. Draw signatures and stamps as a rectangle.
- 3 Apply:** “Apply redaction”. The copy with the suffix _redacted is saved in the current Workspace; from there you download it or send it by email (chapter 12).

GOOD TO KNOW

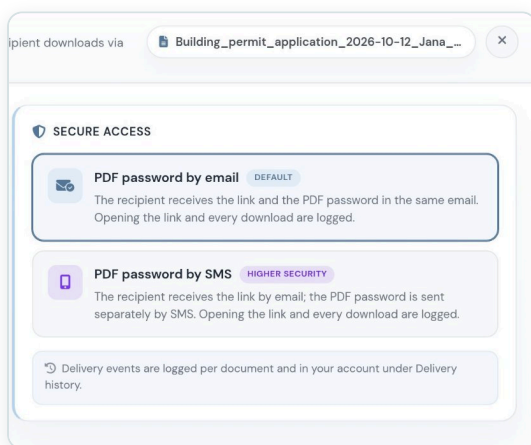
Text under the bars is removed from the PDF and checked afterward, and scanned pages are painted over in the image. The original remains unchanged. What your office releases is your decision; the scenario is the suggestion, the preview is your control.

12 · HANDOVER TO THE CASE MANAGEMENT SYSTEM

Decisions happen in your system. The data arrives already read.

Your case officers make the decision on the application. PaperOffice delivers fields that have been read, and the documents, to the systems your office works with, and it sends copies protected.

ROUTE	HOW IT WORKS	IDEAL FOR
Export data	Actions › Share & export › “Export data”, mode “Data only”: XLSX, CSV, JSON or PDF	manual transfer, lists for the department
REST API	POST /documents/idp-agent-run starts the agent and returns the fields, with your API key	connecting the case management system
MCP	Tool po_documents_idp_agent_run for AI assistants, with the rights of the key	questions and workflows with AI assistants
Secure delivery	Actions › Share & export › “Send by email”	copies for applicants and other parties



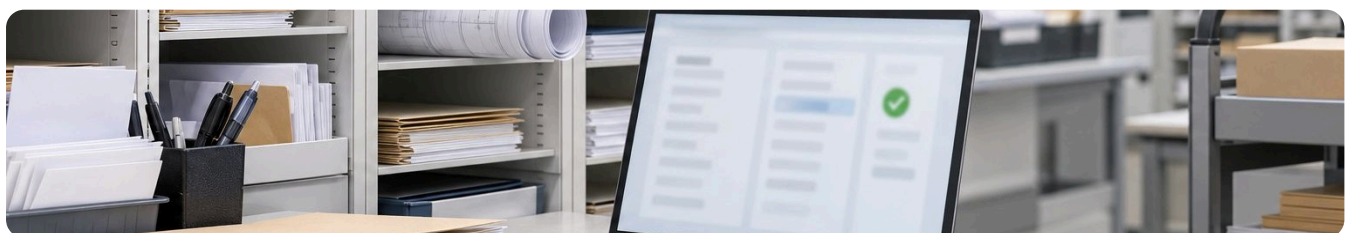
- 1 **Send by email.** The redacted copy, here with “PDF password by email”; “PDF password by SMS” sends it separately.

Link instead of attachment

Up to ten documents go to one recipient as a protected link, valid for 7 days when sent from the app. The PDF password is in the same email or arrives separately by SMS.

Proof and revocation

The “Delivery history” shows link opened and file downloaded. After the first download there is a “Proof PDF”, and “Revoke” blocks the link immediately.



Seven questions before your first department.



Does the AI decide on an application?

The decision is made by the responsible person. PaperOffice splits, recognizes and reads the intake and puts missing required details up for review. For every value read, the data field shows its source in the form.

Does our case management system stay?

Yes. Processing and decisions stay there. PaperOffice delivers the fields by export, REST API or MCP.

Are forms filled in by hand read?

Yes. With AI-DMS Ultra, AI-OCR also recognizes handwriting, line by line with its position. The "Government Forms" template reads ticked boxes as a field of their own. Check hard-to-read spots in the original.

What if the file number is spelled differently?

The graph compares the number character by character, ignoring upper and lower case. If the spelling differs, you link the letters by drag and drop in the list. Search also finds the file number in scans.

How do departments stay separate?

Through Workspaces of their own with rights per group and access protection. The server checks these rights on every call, from the app, via REST API and over MCP.

What happens to the original during file inspection?

It remains unchanged. Redaction creates a copy with the suffix _redacted, and the text under the bars is removed from it.

What does it cost?

Billing is based on usage, depending on the level. Review tasks are included in the Professional plan. The pricing page lists the levels: paperoffice.ai/en/pricing.

14 · TRY IT YOURSELF IN 45 MINUTES

Download the test package. Play through one day's mail.

Three invented files from a German building control office, in German, show the whole path: from the combined scan to the redacted copy.

PUBLIC SECTOR TEST PACKAGE

Three files and a guide (README.txt)

Tagespost_Bauaufsicht_2026-10-19.pdf Combined scan, 8 pages with 4 letters and a separator sheet
 E-Mail_Kranich_Baubeschreibung.eml Email from the shared mailbox with a PDF attachment
 Bauantrag_Am_Feldrain_3.pdf Application with no file number and no date
 paperoffice.ai/downloads/paperoffice-ai-test-package-public-sector.zip



- 1 **Set up:** Workspace "Building Control Intake", type "Department", Business, AI-DMS Ultra; create the three types of your own from chapter 07.
- 2 **Split:** Split Agent as in chapter 06 with this Workspace as storage target, upload the daily mail with "Storage only" and choose "Run via Split Agent".
- 3 **Read:** on the Petersen application, create the IDP Agent from "Government Forms", keep the required fields, set all other fields to "Ignore in KPI", apply it and choose it as the Default IDP Agent of the type Building Permit Application.
- 4 **Review:** upload Bauantrag_Am_Feldrain_3.pdf and open the "IDP Review" view.
- 5 **Link and redact:** upload the .eml, drag the building description onto the application in the list and link it as "Same process", view the link in "Transactions", redact the application with "External Sharing".

FILE	WHAT YOU SHOULD SEE
Daily mail	4 documents: Petersen application with site plan (3 pages), power of attorney, proof of structural stability (2 pages), objection; the separator sheet is removed
Petersen application	type "Building Permit Application", data fields with applicant, case number BA-2026-0119 and the ticked boxes
Power of attorney and evidence	linked to the application in "Transactions" via BA-2026-0119
Kranich email	building description as a document of its own, file number "BA 2026/0119"; you link it by hand
Am Feldrain 3 application	in "IDP Review" with "Manual review required": case number and submission date are missing

All authorities, companies, names, addresses and file numbers in the test package are fictional. Review tasks are included in the Professional plan. The cost of the test is shown on the pricing page: paperoffice.ai/en/pricing.

15 · READ MORE: DATASHEETS AND SHORT GUIDE

Every building block in detail. Four pages per module.

The datasheets describe the modules this guide uses, with click paths, levels and interfaces. The short guide sums up the topic on eight pages.

SHORT GUIDE

Public administration on eight pages

For colleagues who want an overview first: problem, the path with PaperOffice, click paths, example, checklist and questions.

paperoffice.ai/downloads/paperoffice-ai-short-guide-branch-oeffentlich.pdf



DATASHEETS FOR THIS GUIDE

CHAPTER 04

Workspaces

.../paperoffice-ai-datasheet-workspaces.pdf

CHAPTER 05

Network Scanner

.../paperoffice-ai-datasheet-integration-network-scanner.pdf

CHAPTER 05

Connectors

.../paperoffice-ai-datasheet-connectors.pdf

CHAPTER 06

Split Agent

.../paperoffice-ai-datasheet-pdf-split.pdf

CHAPTER 07

Classification

.../paperoffice-ai-datasheet-classification.pdf

CHAPTERS 08 AND 09

IDP Agent

.../paperoffice-ai-datasheet-idp-intelligent-document-processing.pdf

CHAPTER 08

AI-OCR

.../paperoffice-ai-datasheet-ocr.pdf

CHAPTER 10

Knowledge Graph

.../paperoffice-ai-datasheet-knowledge-graph.pdf

CHAPTER 12

Secure email delivery

.../paperoffice-ai-datasheet-audit-safe-email-delivery.pdf



16 · YOUR FIRST DEPARTMENT IN FIVE DAYS

Start with one department. Then add each further one.

To get started, you need one department, a mailroom that takes part and a set of sample forms filled in with invented details.

1

Day 1 · Workspace and rights

Create the "Building Control Intake" Workspace: type Department, Business, AI-DMS Premium or Ultra. Set the groups: mailroom with upload, building control with full access.

2

Day 2 · Intake channels

Set up the mailroom's scanner endpoint, connect the shared mailbox via a connector and pair the Mobile App at the counter.

3

Day 3 · Split and recognize

Test the "Building Control Daily Mail" Split Agent on sample stacks. Create your own types, such as Building Permit Application, Technical Certificate and Objection.

4

Day 4 · Application data

Adjust the IDP Agent from "Government Forms", set required fields, choose the HITL Agent as review queue and set it as the Default IDP Agent of the type Building Permit Application.

5

Day 5 · Link and release

Fix the spelling of the file number for all letters, decide on redaction scenarios for file inspection and disclosure, and agree on the handover to the case management system.

MEASURE THESE FOUR VALUES

Intake

Letters per day that arrive in the building control Workspace

Zero rework

Share of applications that do not appear in "IDP Review"

Linked

Pieces of evidence linked to the application by file number

Time to desk

Time from arrival until the read application is with the case officer

Measure the same values by hand for one week beforehand. Only the comparison shows how much sorting work disappears.

17 · CHECKLIST AND START

Before you expand.

- ☐ Every department has its own Workspace with rights per group.
- ☐ Workspaces with sensitive cases are Business or Compliance and ask for a password or SMS code.
- ☐ Scanner, shared mailbox and counter deliver into the same Workspace.
- ☐ The Split Agent has been tested on sample stacks from the mailroom.
- ☐ Your own types, such as building permit application and objection, are set up with an instruction for the AI.
- ☐ The IDP Agent for applications has required fields and a review queue.
- ☐ Acknowledgments of receipt and requests for documents state the file number in a fixed spelling.
- ☐ It is set which redaction scenario applies for file inspection and disclosure.

GET STARTED NOW

Create your account, set up a Workspace for one department and upload the test package. Billing is based on usage; the pricing page lists the levels.

app.paperoffice.ai**THE SOLUTION ON PAPEROFFICE.AI**

Public sector and government agencies: paperoffice.ai/en/solutions/industry/ai-public-sector-government-document-management

**SHORT GUIDE**

Public administration on eight pages

PRICING

Levels and plans at
paperoffice.ai/en/pricing

CONTACT

Setup questions at
paperoffice.ai/en/contact

As of October 2026. Screenshots are from a test account. All examples, authorities, companies, names, addresses, file numbers and values in this guide are fictional.
PaperOffice, paperoffice.ai.